Cal-E-Force

Stakeholder Needs Assessment

Focus: Contract Management for Multiple Employer Contracts (MECs)

Sessions:

- ✓ February 4, 2021 10:30 AM 12:00 PM
- ✓ Additional sessions considered as needed



Welcome & Meeting Structure

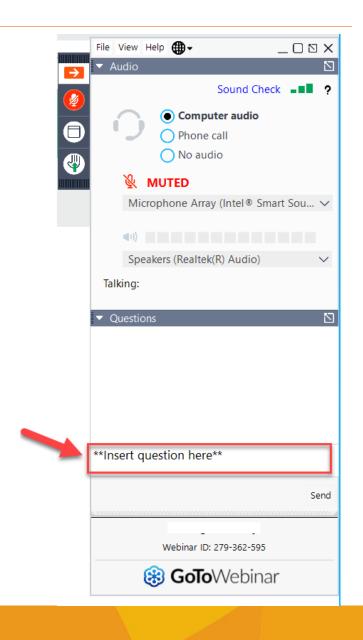
- Welcome to the Stakeholder MEC Contract Management Needs Assessment Session for Phase 2 Development of the Cal-E-Force System
 - Facilitator: Babette Davis
 - Business and System Owner: Mario Maslac and Madison Hummel
 - Tour Presentation and Webinar Coordinator: Alayna Mollick and Geri Giron
 - Executive Representatives: Tara Armstrong
- 1.5 hours scheduled
 - Static walk through of contract management functions used by MEC stakeholders
 - Allow for inputs to be captured
- What will happen after these sessions?
 - Inputs that are widely supported and can be easily addressed, will be included in Cal-E-Force
 - Recommendations that are policy-based or require a change in ETP processes will be directed to the Policy Committee and/or ETP executives
 - No commitment that a recommendation can or will be addressed for this release



Meeting Structure

- Using GoToWebinar instructions for access were e-mailed when you registered
 - Ask a question through GoToWebinar
- □ Format: Blocked 1.5 hours
 - Introduction and Static Walk
 Through will take approximately
 60 minutes
 - Allows time for questions throughout
 - Additional questions or inquiries can be emailed to the Command Center at

ETPCalEForce@etp.ca.gov



Session Goals

Current Efforts

- □ Solicit inputs from the larger population of ETP stakeholders on Cal-E-Force MEC Contract Management features
- □ Cover each of the major system areas that are used by stakeholders
 - General Site Structure
 - Contract Management
 - Enrollments
 - Trainee Hours Tracking
 - Invoicing
 - Revisions
 - Participating Employer Certification
 - Reporting

Long Term

- ☐ For first full release, mirror the legacy business process where possible keep it simple
 - Participating Employer Certifications is also consistent with legacy
- ETP will continue to refine Cal-E-Force over time
- □ Have and will continue to update stakeholder features as the Policy Committee approves program changes
- Will address and communicate:
 - Upcoming events
 - Final Legacy contract migration timeframes and approaches



Why Salesforce & Cal-E-Force?



The benefits of the Salesforce Technology

- Cal-E-Force is based on the Salesforce Platform
- The platform is scalable and provides full cloud-computing capability
- Supports customized applications
- Stable and accessible platform for ETP contract data
- □ Provides features required of a State of California IT System Cal-E-Force is hosted in the Government Cloud
- □ Provides ETP built-in infrastructure for security, hardware, and connectivity

Current Information on User Brower Support and Other Features is Available on Salesforce Website



5

Key Functions

Full ETP Process - Back and Forth from Stakeholder to ETP Staff

Stakeholder Functions Contract Execution Support **Application** Pre Submittal for (Enrollments, Panel Application **Payments** Submittal Hours Presentation Submittal. Revisions, etc.) **Staff Primary Functions Financial** Panel Contract Application Eligibility Preparation & Oversight & Processing & Development **Approval** Monitoring Management Under Development - Release Q1 of 2021 **Auditing** Close Out Focus of these Sessions

Key Functions for Contract Management in Cal-E-Force

Contract Management

Financial Execution and Close Out

- Ability to continue managing contracts. Processes are:
 - ✓ Participating Employer Certification and Management
 - ✓ Enrollments
 - ✓ Hours Tracking
 - ✓ Invoicing
 - ✓ Revisions
- System has been in use for more than a year
- Current modifications in this area can be made but will be limit to critical processing needs for MECs
- General changes and enhancements will be done during operational upgrade cycles



What We Have Heard - Stakeholders

- Overall System Done
 - Keep it simple
 - Allow for access to stakeholder data dynamic reporting
 - Transparency in contract information increased views of invoicing and contract data
 - Single Employer (SE) and MEC contract management features are consistent - change on tool bar for PE certification and PE functionality was added
- From Beta MEC Group thus far
 - Show CEAN and workplace information for each trainee
 - Allow data sort according to participating employer
 - Add fields for manual enrollment and hours tracking of trainees
 - Increase the functionality for online inputs for hours tracking
 - Be able to view individual contract data not use a filter



Functions to Review

- 1. Landing Page
- 2. Contract Management
- 3. Enrollments
- 4. Hours Tracking
- 5. Revisions
- 6. Invoicing
- 7. Participating Employer Certification and Management
- 8. Reports

Landing Page





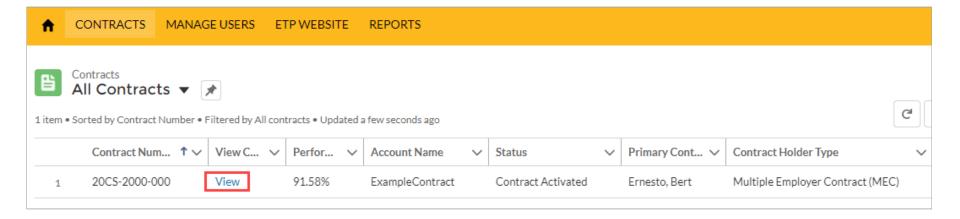
No Changes planned for this area as part of the launch for MEC stakeholders

- ✓ Simple log in process easy to navigate with quick links
- ✓ Link to/from the ETP website
- ✓ Entry point to all aspects of Cal-E-Force
- ✓ Access all parts of Cal-E-Force



Contract Management (1 of 6)

No Changes anticipated in this area planned prior to Full deployment



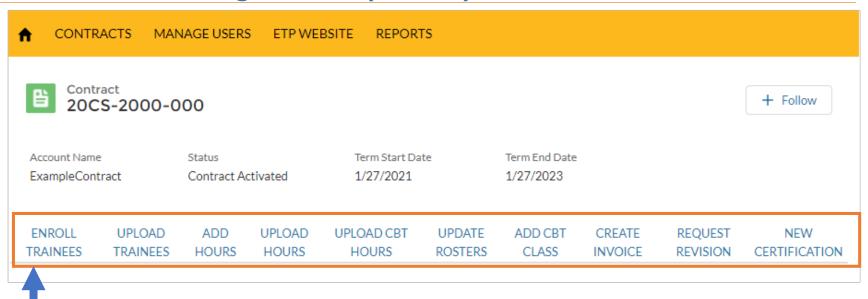
Provides:

✓ Contract summary and detailed information

Cal E Force Stakeholder Needs Assessment Session

- ✓ Contract status information
- All contract information in one place, including: contract value, financial information, locations, trainees, job numbers, revisions and invoices

Contract Management (2 of 6)





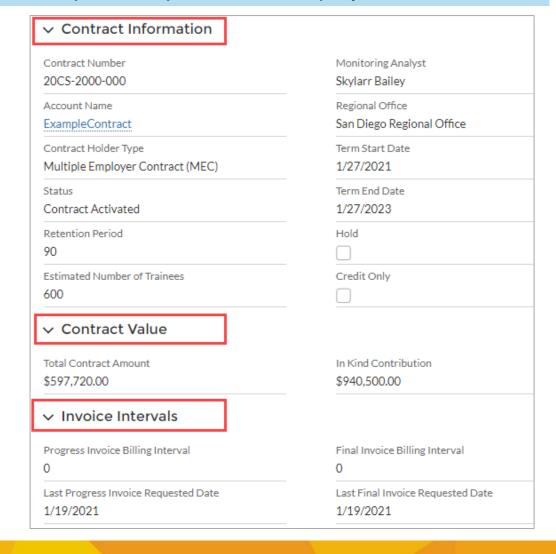
- ✓ The "button bar" is at the top of the Contracts Detail page and your gateway to managing Enrollments, Hours Tracking, Invoicing, Revisions, and PE Certifications
- Changes were made to the Button Bar based on Stakeholder inputs
- ✓ There are now 2 lines so text does not run over.

Contract Management (3 of 6)

No Changes anticipated in this area planned prior to Full deployment

The Contract Details Page contains:

- 1. Contract Information
- 2. Contract Value
- 3. Invoice Intervals *Continued*...



Contract Management (4 of 6)

No Changes anticipated in this area planned prior to Full deployment

The Contract Details Page contains:

- 4. Financial Information
- 5. Subcontractors
- 6. Delivery Method / Training Type

 Continued...

Financial Information

Total Invoiced Amount

\$6,106.62

Total Earned Amount

\$0.00

Total Support Cost

\$0.00

Total Adjusted Invoiced Amount

\$0.00

Adjustment Balance

(\$1,139.82)

Job Admin Costs

\$0.00

75% of Contract Value

\$15,268.50

Progress Payments Available Until 75%

\$11,498.50

Performance % 1

0.00%

Subcontractors

Development Subcontractor

TRAINING FUNDING SOURCE

Administrative Subcontractor

TRAINING FUNDING SOURCE

Training Subcontractor

Development Cost of Services

\$1,900,00

Administrative Cost of Services

13.00%

Training Cost of Services

→ Delivery Method / Training Type

Delivery Method Type

Classroom/Simulated Laboratory

Training Type

Business Skills; Commercial Skills; Computer Skills

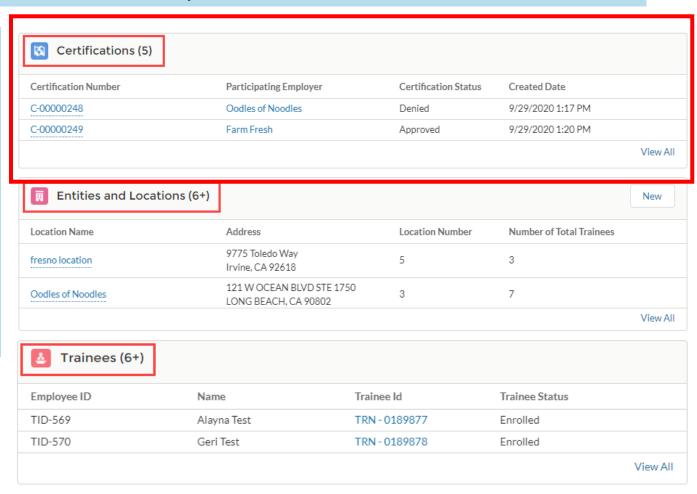


Contract Management (5 of 6)

Changes were made to allow summary view of PE certifications

The Contract Details Page ... continued:

- 7. Certifications
- 8. Entities & Locations
- 9. Trainees





Contract Management (6 of 6)

No Changes anticipated in this area planned prior to Full deployment

The Contract Details Page

...continued:

- 7. Job Numbers
- 8. Revisions
- 9. Invoices

Job Numbers (3)			
Job Number Description	Estimated Number of Trainees	Weighted Average Hours	Average Cost Per Trainee
Good Bakers	10	40.00	\$777.00
Bad Bakers great singers	200	100.00	\$2,860.00
			View All

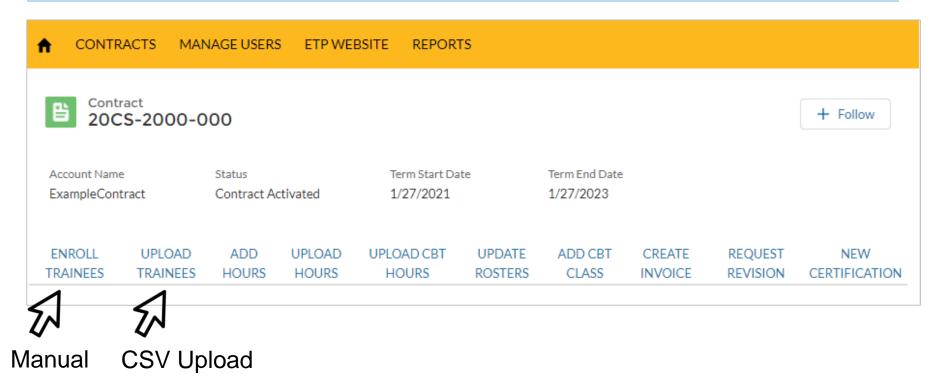
Revisions (2)]			
Revision Number	Revision Type	Revision Status	Request Date	
CR-0177	Modification	In Contract Review Unit	3/13/2018	
CR-0178	Modification	Executed	2/11/2019	
				View All





Enrollments (1 of 3)

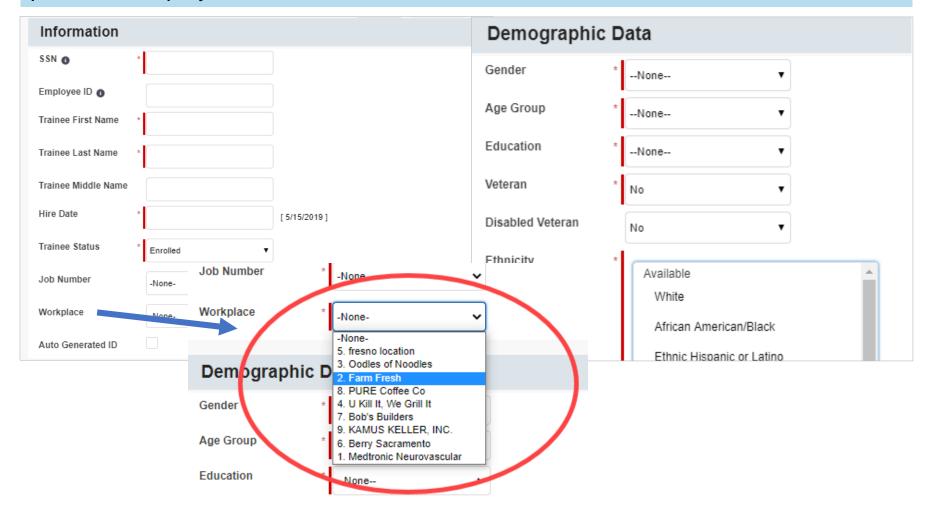
No Changes anticipated in this area planned prior to Full deployment



- ✓ Ability to enroll manually
- ✓ Ability to enroll using CSV

Enrollments (2 of 3) - Manual

Modification in workplace selection being considered – Will be modifying the picklist to display CEAN Number



Enrollments (3 of 3) - Uploads

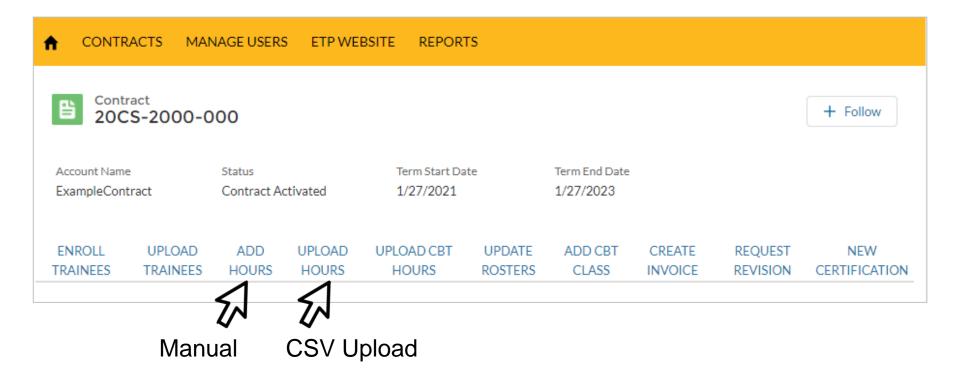
No Changes anticipated in this area planned prior to Full deployment

Message	s rds saved successfully a	en The second 1	Number for 1						
	rds saved successfully a								
	DI 11.1	COVELL	O 51	LL PL					
	Please Upload your Note: Please use the				Click Here	Upload to download	Back the temple	ate	
TRAINEE FIRST NAME	TRAINEE LAST NAME	JOB NUMBER	WORKPLACE	TRAINEE STATUS	GENDER	AGE GROUP	VETERAN	ETHNICITY	DISABL
Kelsey	Test	Group 2	General Dynamics NASSCO	Enrolled	Female	25-34		White	No
Elsey	Testy	Group 2	NASSCO MV	Placed	Male	25-34		White	No
Wh	en you are satisfied wit	th the data ma		the Upload Trained	e data but	ton to insert t	he Trainee	records.	

✓ Partial upload success and error management

Hours Tracking (1 of 3)

No Changes anticipated in this area planned prior to Full deployment



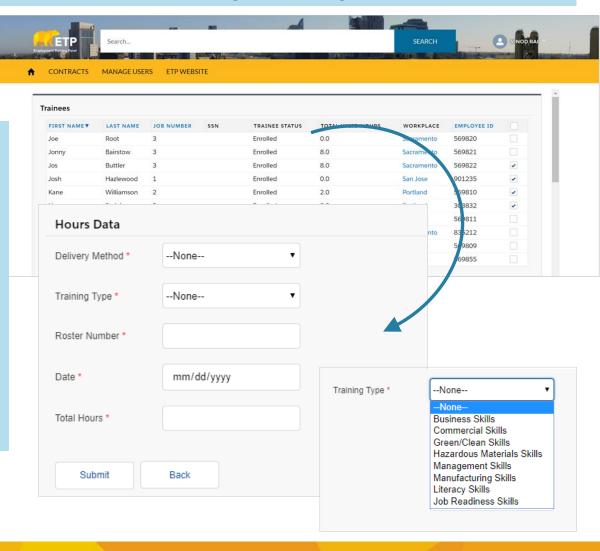
- ✓ Ability to add hours manually
- ✓ Ability to upload hours using CSV

Hours Tracking (2 of 3) - Manual

Modification on screen and report for hours tracking are being considered

Potential Modifications:

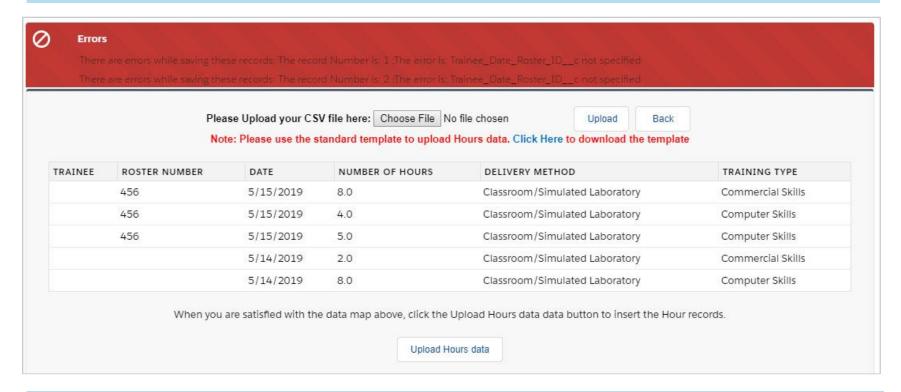
- ✓ Add an ability to enter multiple days at once on manual entry
- ✓ Add ability to sort by Workplace
- ✓ Display CEAN on page
- ✓ Provide link to Trainee Detail Page





Hours Tracking (3 of 3) - Upload

No Changes anticipated in this area for first full system release



- ✓ Partial upload success and error management
- ✓ With roster numbers optional, you will lose mass edit capabilities and duplicate detection

Invoicing (1 of 2)

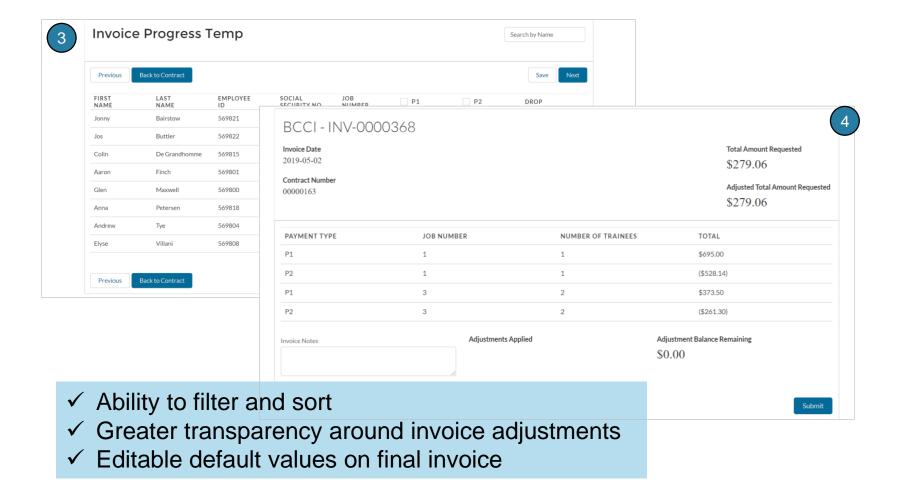
No Changes anticipated in this area for first full system release

ENROLL TRAINEES	UPLOAD TRAINEES	ADD HOURS	UPLOAD HOURS	UPLOAD CBT HOURS	UPDATE ROSTERS	ADD CBT CLASS	CREATE INVOICE	REQUEST REVISION	NEW CERTIFICATIO
							1		
						<i>\</i>	1		
Choo	se Invoi	ce Tvr)e						
				O Pi	rogress				
				○ Fi	inal				
					lose - Out				

✓ Screen to enter invoice requests

Invoicing (2 of 2)

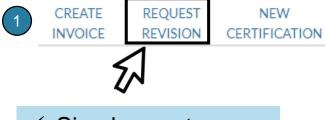
No Changes anticipated in this area for first full system release





Request a Revision

No Changes anticipated in this area for first full system release

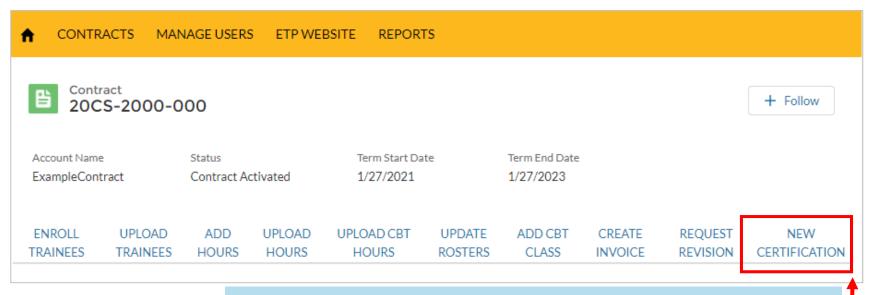


- ✓ Simple way to submit revision requests
- ✓ Ability to check the status of revision requests
- ✓ All revision details on one page

Request to Revise	the Contract (check all that may apply)
Contractor Name Change To	
Revise Term Start Date To	MM/DD/YYYY
Revise Term End Date To	MM/DD/YYYY
Revise Standard Contract Lange Revise Curriculum: Delivery Me Revise Job Number Revise Number to Train Revise Subcontractor Informati Revise Participating Entities/W Revise Waiver Information Other	ethods or Training Type
* Reason for / Details of Request:	

PE Certifications (1 of 5)

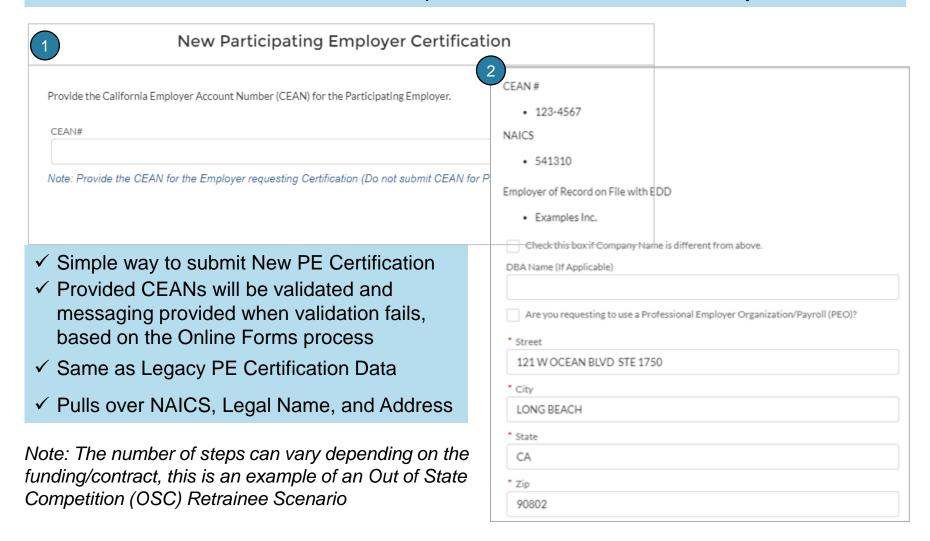
No additional modifications are anticipated in this area for first full system release



The "button bar" is at the top of the Contracts Detail page and your gateway to manage MEC Participating Employers Certifications.

PE Certifications (2 of 5)

No additional modifications are anticipated in this area for first full system release



PE Certifications (3 of 5)

No additional modifications are anticipated in this area for first full system release

 ✓ Provide number of employees (Worldwide and California)

PE Certification Questions are consistent with Legacy Process

* Number of Full-Time Employees Wor Number of Employees in California	rldwide	
Employee Turnover Information *Turnover Rate for Full-Time Employee	s	
	New Participating Employer Certification	
Union Support * Company Employees represented by Yes No * Employees to be trained represented Yes No Justify Need for Training * Briefly explain the nature of your busi	Employer Contribution * Describe your Company's Contribution towards training related expenses by selecting all that apply: Pay Trainee Wages During Training Contribute equipment, materials, supplies, or space for Training Contribute staff time to conduct training assessments or coordinate training Pay Employer Fee Other * Estimate amount contributed to the above noted training-related costs: List the number of trainees that will be receiving mandatory training	
Commitment to Training *Do you currently have a Training Pro	* List the number of trainees that will be receiving voluntary training	
Yes No	Compensatory Nature of Training Employer is aware of, and will abide by, the standards of compensating employees for time spent in "mand directly job-related, pursuant to state and federal work orders enforced by the Division of Labor Standard (See DLSE Manualat Section 46.6.5). *Compensatory nature of training accepted Yes No	



PE Certifications (4 of 5)

No additional modifications are anticipated in this area for first full system release

Employee Turnover Information		
*Turnover Rate for Full-Time Employees 25 Turnover Waiver Request Acceptable circumstances for a waiver are: (1) if an employer has experienced and provides evidence of a s workforce (an anomaly); or (2) industry data supports a higher rate. Multiple Employer Contracts do not in clause. Multiple Employer Contracts do include a Representation that Participating Employers will not except the support of the	clude a Turnover Penalty	
made by the contractor at the time the ETP100 MEC is executed. See Section 2.4. *Turnover Request Reason	<u>Union Support</u>	anta dibana Union
Singular Reduction in Workforce Waiver Supporting Documents	*Company Employees represe • Yes No	ented by a Union
UPLOAD FILES Or drop files	*Employees to be trained repr • Yes • No	resented by a Union
✓ Fields requiring more information will automatically appear if needed	* Identify Union and Local	

PE Certifications (5 of 5)

No additional modifications are anticipated in this area for first full system release

Your certification information has been automatically approved.
Finish or Continue
Continue to Next Participating Employer Finish and Return to Contract
<u>OR</u>
Your certification information has been submitted for review.
Finish or Continue
Continue to Next Participating Employer
○ Finish and Return to Contract

Will be automatically approved, or sent for review based on certification properties



Extensive Reporting

- Some
 modification will
 be made to
 selected reports
 to allow for
 additional
 presentation of
 MEC related
 information like
 CEAN number
- New reports will be considered and slotted to a release

CONTRACTS MANAGE USERS ETP WEBSITE REP	ORTS
Payments Created Today This report contains the payments that are created today	Trainees Created Today
Upload Invoice Errors Report	Hours by Trainee
Trainees Total Hours Summary of total hours tracked for every trainee	Hours For CBT
Hours Created Today View hours that were created today in the system.	Denied Trainees
Invoice Trainee Details Report Invoice details including the trainees that made up the invoice.	Workplace Address Report Workplace Locations and Entities on the Contract
Upload Trainees Error Report	Upload PE Error Report
Upload Hours Errors Report	Upload PE Demand Error Report
Trainees with 8 or More Hours Trainees that have tracked 8 more hours.	Invoice Status Reports Top Level Invoice Status report
Trainees by Contract	

Next Steps

Define Modifications and Schedule

Prototype Walkthrough Session(s)

Migrate Active **MEC Contracts**

Continue with Training & Support

- Close Out MEC Beta Group
- Make modifications as defined
- Hold prototype session(s)
- Prepare for **Production** Release

- Migrate active MEC contracts – by beginning of March 2021
- Migrate inactive contracts
- Close down MIS for contract management

Keep an eye out for additional training communications!



Thank You!

Executive-Level Contact

Tara Armstrong, Deputy Director and CIO will address concerns



Tara.Armstrong@etp.ca.gov

Ideas or Comments

